



**Whispering Hearts Family Service Centre –
Annual report for the year ended 31 December 2007**

ROS registration No	117/2003/WEL
Date of registration as a society	21 March 2003
Charity registration No	1705
Date of registration as a charity	08 July 2003
IPC status	CF/0366/25042005144143 up to 31 March 2008, being renewed
Management committee	The management committee was elected at the annual general meeting held on 14 March 2007.
	President Lim Yin Nee, Jenny
	Vice President Tan Ai Hwa, Elaine
	Hon Secretary Sim Eng Kiang
	Hon Treasurer Wong Thin Hee, Alan
	Members Chia Eng Soon (aka Ven Sek Meow Ee)
	Tham Khuan Heng
	Chia Kwok Meng, Vincent
	Lim Kah Hoe, Desmond
	Koh Ming Feng, Abner
Bankers	United Overseas Bank Limited
Auditors	CS Choong & Co

Objectives: Our Society's principal activities are to promote and strengthen the social well-being of the family. In this regard, the Society supports family in sustaining family strength through a range of remedial, preventive and developmental programmes such as counselling, family oriented programmes and school based social services and care for children before and after school; the latter is provided by Whispering Hearts Student Care Centre.

Finance and funding: The Society receives funding from the government and the public in the form of donations. Its student care centre collects fees for providing student care services but the families receive

subsidy from the government depending on their household income. The Society also collects nominal fees from participants.

Financial results:

Receipts

Donations received	394,000
Government funding	371,000
Programme fee	152,000
School fee	210,000
Investment income	10,000
	1,137,000

Expenditure

Direct charitable expenses	809,000
Fund raising expenses	0
Operating & administration expenses	10,000
Depreciation	19,000
	838,000

Surplus for the year **299,000**

Reserves

Restricted funds	0
Unrestricted funds	602,000
Endowment fund	0

Total reserves as at 31 December 2007 **602,000**

Unrestricted funds / total operating expenditure **0.7 years**

Society's assets: The Society does not own any properties.

Activities and events: We continue with our outreach to the residents to ensure that our programmes and activities stay relevant to their needs. In the year under review, we implemented three preventive and developmental programmes to strengthen family resilience. We also continued with the outreach and mentoring activities required under the HOPE Scheme until 30 November 2007.

Highlights for the year:

Whispering Hearts Family Service Centre

- Information and Referral Service: 591 referrals
- Casework and Counselling: 504 financial and counselling cases
- School Pocket Money Fund Assistance: 353 beneficiaries
- Food Ration Assistance: 95 families
- HOPE Mentoring Programme: 135 families
- School Social Work – 1 primary school and ad-hoc parenting talk
- 2 Family Violence Groupwork for Men and Women

- Marriage Preparation Course and Couple Enrichment Programme “Synchronized Couplehood”@ Melaka
- Outreach to 300 residents in Pioneer and Nanyang Constituencies.
- Pilot E-Counselling Project - The Art of Couple Communication Workshop: 15 participants
- Preventive Developmental Programme (Children): 108 children
 - i. Tree House Club (aged 7-8): 60 children
 - MRT Read and Ride Extravaganza organized by NLB
 - Children’s Day Celebration at Botanic Gardens
 - Disney Magic Show
 - ii. Bright Owl Project (aged 9-12): 48 children
 - SMART Workshop
 - MINT Museum of Toys and Science Centre excursions
 - AWWA community Home for Senior Citizens visit
 - National Day Carnival by NTU Welfare Services Club
 - Civics and Moral Education Camp
 - Parents’ meeting for tips to improve parenting skills
- Preventive Developmental Programme (Youth)
 - 38 youths in experiential outdoor activities
 - 120 youths in developmental talks/workshops
 - Outreach to 3 schools (50 teams) for Badminton Challenge
 - 35 youths and mentors participated in Affiliation Camp
- Preventive Developmental Programme (Family) – Breaking-the-Cycle
 - 165 participants in January Walk-A-Jog Family Day Labrador Park
 - 140 participants in February and March “Family Dynamic” Talks
 - 64 participants in April “5 Love Languages” Talk
 - 75 participants in May “Languages of Apology” Talk
 - 100 participants in June Knock-Me-Out Bowling Tournament
 - 60 participants in July Mass Work Out
 - 80 participants in November “Motivation” Talk
- Year-End Children Concert - “Colours of Life” attended by 500 audiences

Whispering Hearts Student Care Centre

- Served 110 children, of which 40% are from the underprivileged families.
- 85% of the students shown improvement in their school results with supervised study time.
- Reading programme and Newspaper Chat to encourage reading habits.
- Variety of enrichment activities:
 - Creative Writing, E-mentoring, IT programme, and group project work
 - Character building and education workshops
- In-house educational activities
- In-door and out-door fitness and wellness programmes
- Holiday programmes including educational field trips, games and physical exercises.

Corporate Governance: The management committee met four times during the year under review. In addition to reviewing and refreshing its strategic thrusts, the committee also assessed its compliance with the code of governance issued by the Charity Council in November 2007.

During the year, in the absence of an executive director, both the President and a Committee member, Mr Chia Eng Soon (in their honorary capacity) rendered much support to the centre managers in the daily running of their respective centres.

Future commitments: There are plans to renovate the two centres. The costs are approximately \$150,000, of which the government will pay for 90% of the sums spent on standard items.

The road ahead

We will continue with our family oriented approach and will enhance our preventive and developmental programmes to keep pace with the needs of the residents.

Acknowledgement: We are grateful to our Patron, Mr Cedric Foo, our donors, sponsors, volunteers, friends and staff for their continued interest and unwavering support. They have helped us to forge ahead with our mission.

Report prepared by: Ms Jenny Lim
President

22 March 2008

Our Mission

Whispering Hearts Family Service Centre aims to bring joy and enhance the quality of life by providing care and assistance to families and individuals in need of support regardless of race and religion.

***Blk 646 Jurong West Street 61 #01 – 142
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